

# Federal Highway Administration

*Region 5*

## NEPA Reviewer

### FHWA Survey of Transportation Agencies Rating Processes With Resource Agencies

May 2007

## THE GALLUP ORGANIZATION

This document contains proprietary research, copyrighted materials, and literary property of The Gallup Organization. It is for the guidance of your company's executives only and is not to be copied, quoted, published, or divulged to others outside of your organization. We ask that this document be safeguarded, allowing no physical or electronic duplication, allowing no one outside your organization to view this document, and allowing no one to duplicate or change the contents in an effort to formulate an inferior product. No changes may be made to this document without the express written permission of The Gallup Organization.

The following pages provide a summary of responses to the Gallup/FHWA Survey of Transportation Agencies. Respondents were asked to rate a recent project with a Resource agency, so the data reflect the views of Transportation agencies toward those projects with Resource agencies. The survey statements were generally rated on a scale which required a response from among six response categories:

5	Strongly Agree	Extremely Satisfied	Excellent
4			
3			
2			
1	Strongly Disagree	Extremely Dissatisfied	Poor
Does Not Apply or Don't Know			

The statement or dimension averages are based on a 5-point scale, with "1" being the lowest possible average and "5" being the highest average. "Does Not Apply" or "Don't Know" responses are not scored.

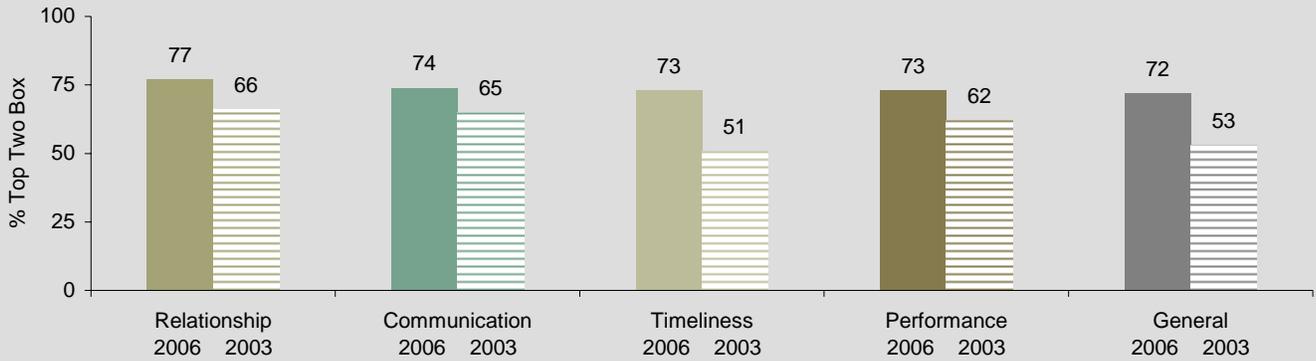
The FHWA Transportation Agency Scorecard provides feedback on how the region is doing with regards to NEPA processes as compared to the "best practice" or highest scoring region for each survey item. Note the following term definitions:

- Index**                                The average top two box response percentages for statements measuring each category of survey items (Relationship, Communication, Timeliness, Performance, General, and Problems)
- Top Two Box**                        The percentage of "5" and "4" responses.
- Best Practice Region**            The region with the highest percentage of top two box responses.
- Region 1**                               Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont
- Region 2**                               New Jersey, New York
- Region 3**                               Delaware, Washington D.C., Maryland, Pennsylvania, Virginia, West Virginia
- Region 4**                               Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee
- Region 5**                               Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin
- Region 6**                               Arkansas, Louisiana, New Mexico, Oklahoma, Texas
- Region 7**                               Iowa, Kansas, Missouri, Nebraska
- Region 8**                               Colorado, Montana, North Dakota, South Dakota, Utah, Wyoming
- Region 9**                               Arizona, California, Hawaii, Nevada
- Region 10**                              Alaska, Idaho, Oregon, Washington

The lists of transportation and resource reviewers for both 2003 and 2006 were generated by Gallup based on information that existed at the time the surveys were undertaken. It is understood that although they may not represent the entire population of transportation and resource reviewers, they both represent the best list of reviewers that could be constructed. In the absence of any other lists to represent these populations, these lists were treated as the target population for this study. Results based on the data presented in this report, therefore, relate to these lists only and may not be generalizable to any other population of transportation and resource reviewers. For further details on list construction and methodology used for this study, please refer to Technical Notes in the Final Report.

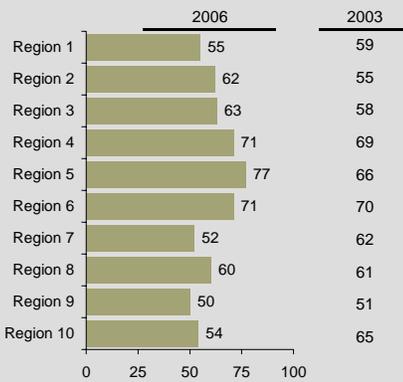
## Index Comparison

- Total n: 52
- Region: Region 5

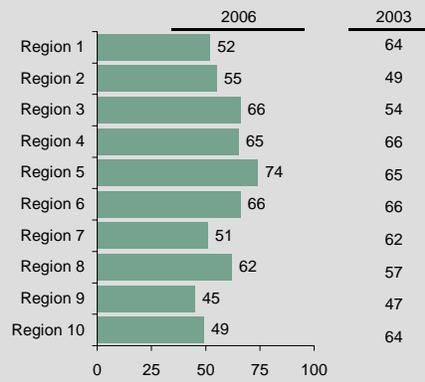


## Region Comparison - % Top Two Box

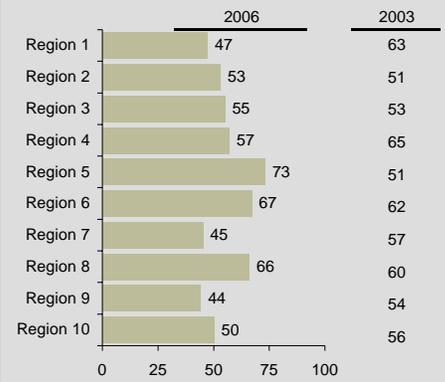
### Relationship



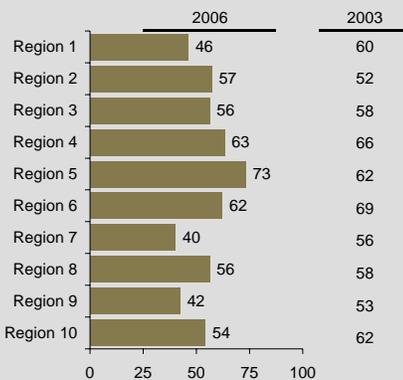
### Communication



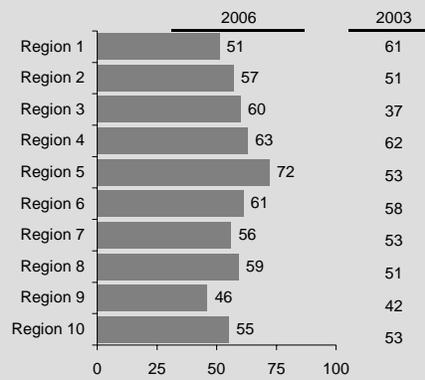
### Timeliness



### Performance



### General

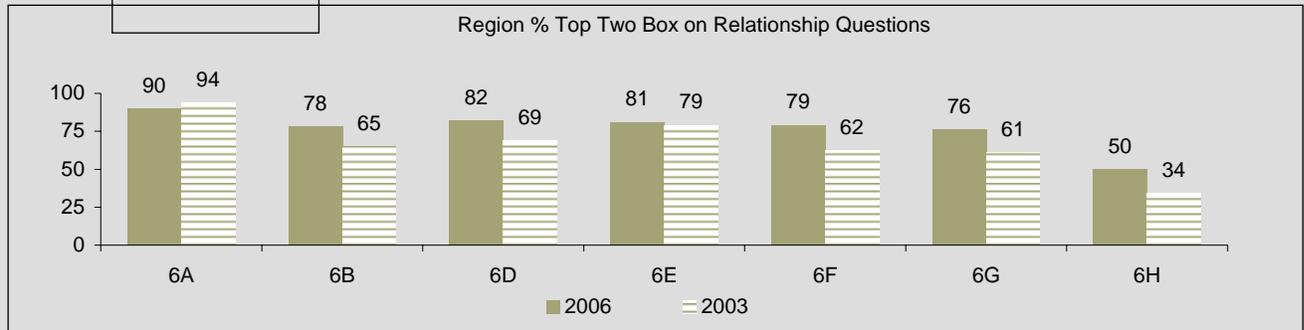
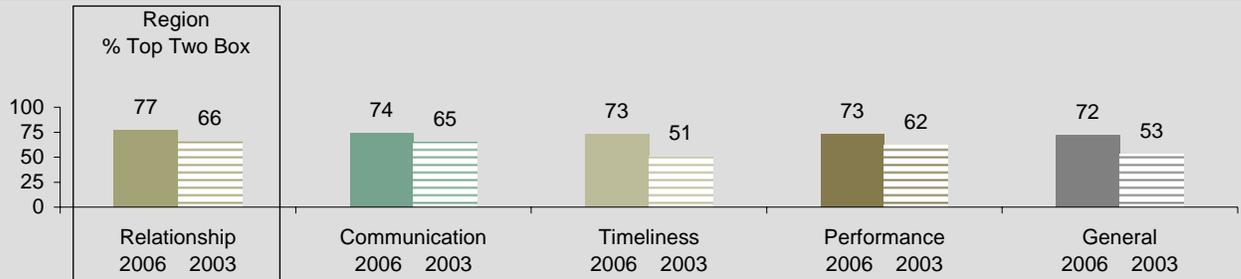


# Relationship

# Federal Highway Administration

FHWA Survey of Transportation Agencies Rating Processes With Resource Agencies

Region 5



	Sample Size	Strongly Disagree . . . Strongly Agree					Best Practice Region	Mean Scores	
		% 1	% 2	% 3	% 4	% 5		2006	2003
<b>6A</b>   My agency knew what was expected of it in this process.	<b>51</b>	<b>0</b>	<b>4</b>	<b>6</b>	<b>43</b>	<b>47</b>		<b>4.33</b>	<b>4.42</b>
	51	0	4	6	43	47	5	4.33	
<b>6B</b>   The resource agency provided my agency with the materials, information, or documentation that we needed.	<b>51</b>	<b>4</b>	<b>6</b>	<b>12</b>	<b>39</b>	<b>39</b>		<b>4.04</b>	<b>4.03</b>
	51	4	6	12	39	39	5	4.04	
<b>6D</b>   The resource agency wanted to play an active role in the process.	<b>49</b>	<b>2</b>	<b>4</b>	<b>12</b>	<b>22</b>	<b>59</b>		<b>4.33</b>	<b>3.83</b>
	66	0	3	15	35	47	4	4.26	
<b>6E</b>   My agency's opinions seemed to count in the permitting process.	<b>48</b>	<b>2</b>	<b>8</b>	<b>8</b>	<b>33</b>	<b>48</b>		<b>4.17</b>	<b>4.18</b>
	48	2	8	8	33	48	5	4.17	
<b>6F</b>   The resource agency felt mission of project was important.	<b>48</b>	<b>6</b>	<b>4</b>	<b>10</b>	<b>42</b>	<b>38</b>		<b>4.00</b>	<b>3.88</b>
	48	6	4	10	42	38	5	4.00	
<b>6G</b>   The resource agency helped to move this project forward.	<b>50</b>	<b>8</b>	<b>6</b>	<b>10</b>	<b>38</b>	<b>38</b>		<b>3.92</b>	<b>3.58</b>
	50	8	6	10	38	38	5	3.92	
<b>6H</b>   The resource agency made efforts to improve the process during this project.	<b>46</b>	<b>9</b>	<b>11</b>	<b>30</b>	<b>26</b>	<b>24</b>		<b>3.46</b>	<b>2.94</b>
	54	7	17	19	35	22	6	3.48	

**Top Line: Region 5**

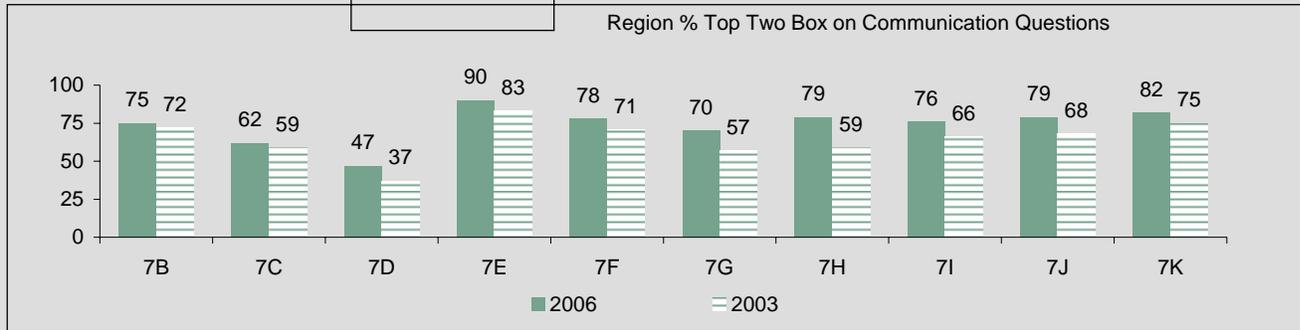
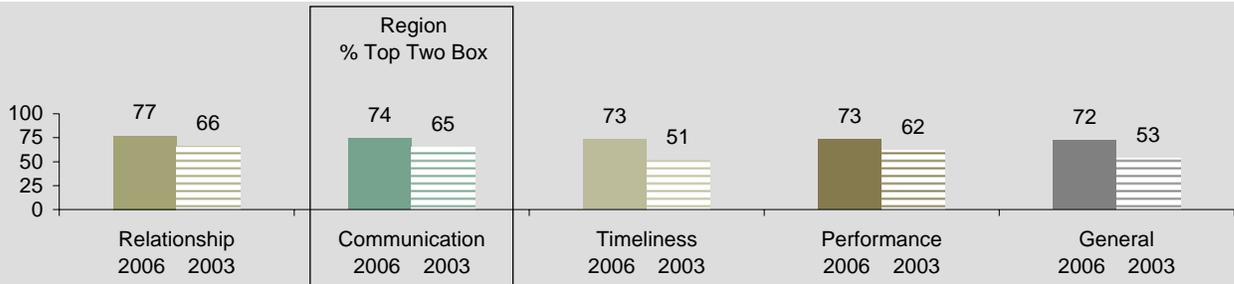
Bottom Line: Best Practice

# Communication

# Federal Highway Administration

FHWA Survey of Transportation Agencies Rating Processes With Resource Agencies

Region 5



	Sample Size	Strongly Disagree . . . Strongly Agree					Best Practice Region	Mean Scores	
		% 1	% 2	% 3	% 4	% 5		2006	2003
<b>7B</b> Responded in a timely way to our requests.	51	8	4	14	39	35	5	3.90	3.97
	51	8	4	14	39	35		3.90	
<b>7C</b> Invited our participation in key meetings.	29	3	7	28	21	41	8	3.90	3.55
	27	4	7	19	22	48		4.04	
<b>7D</b> Kept us informed of their progress.	45	7	4	42	22	24	8	3.53	3.00
	47	2	6	38	19	34		3.77	
<b>7E</b> Was open and honest with us.	49	0	2	8	39	51	5	4.39	4.37
	49	0	2	8	39	51		4.39	
<b>7F</b> Was open to our suggestions or alternatives.	46	4	7	11	33	46	5	4.09	4.00
	46	4	7	11	33	46		4.09	
<b>7G</b> Gave reasonable suggestions or alternatives.	46	2	13	15	43	26	5	3.78	3.50
	46	2	13	15	43	26		3.78	
<b>7H</b> Gave clear explanations if they did not agree with our recommendations.	39	0	8	13	56	23	5	3.95	3.69
	39	0	8	13	56	23		3.95	
<b>7I</b> Was willing to compromise.	38	5	5	13	50	26	5	3.87	3.56
	38	5	5	13	50	26		3.87	
<b>7J</b> Had adequate participation at key meetings.	43	2	7	12	30	49	5	4.16	3.93
	43	2	7	12	30	49		4.16	
<b>7K</b> Overall, there was a sufficient level of communication between the two agencies on this project.	51	2	4	12	37	45	5	4.20	4.00
	51	2	4	12	37	45		4.20	

**Top Line: Region 5**

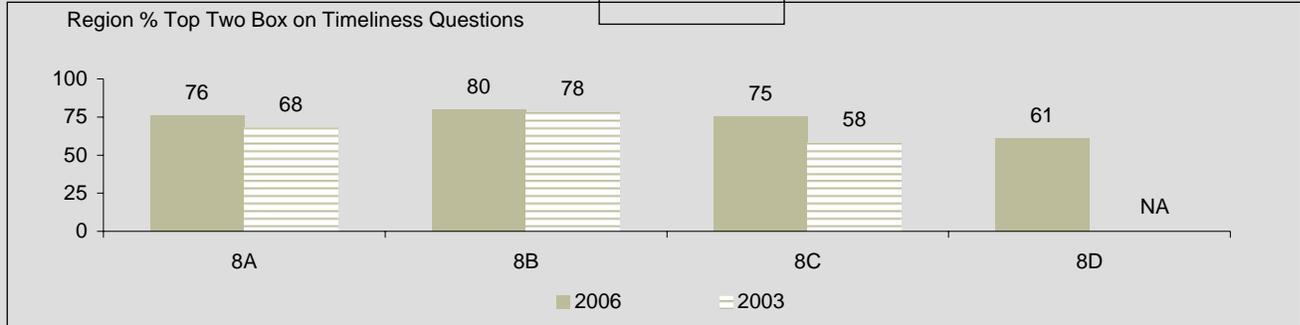
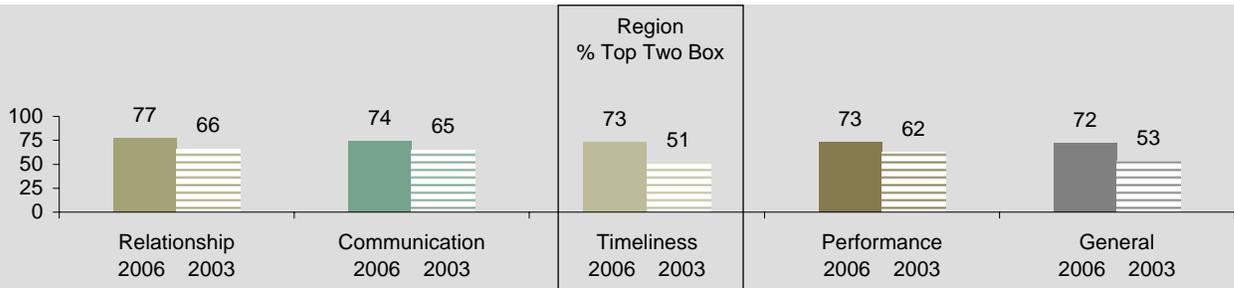
Bottom Line: Best Practice

# Timeliness

# Federal Highway Administration

FHWA Survey of Transportation Agencies Rating Processes With Resource Agencies

Region 5



	Sample Size	Strongly Disagree . . . Strongly Agree					Best Practice Region	Mean Scores	
		% 1	% 2	% 3	% 4	% 5		2006	2003
<b>8A</b> Adhered to schedules that were set throughout the process.	46	2	11	11	37	39		4.00	3.81
	46	2	11	11	37	39	5	4.00	
<b>8B</b> Gave your agency enough time to accomplish tasks.	40	3	3	15	40	40		4.13	4.11
	62	0	5	15	42	39	4	4.15	
<b>8C</b> The entire process took a reasonable amount of time.	48	6	4	15	38	38		3.96	3.61
	48	6	4	15	38	38	5	3.96	
<b>8D</b> The process was the shortest it could have been without compromising NEPA.	49	8	8	22	29	33		3.69	NA
	49	8	8	22	29	33	5	3.69	

**Top Line: Region 5**

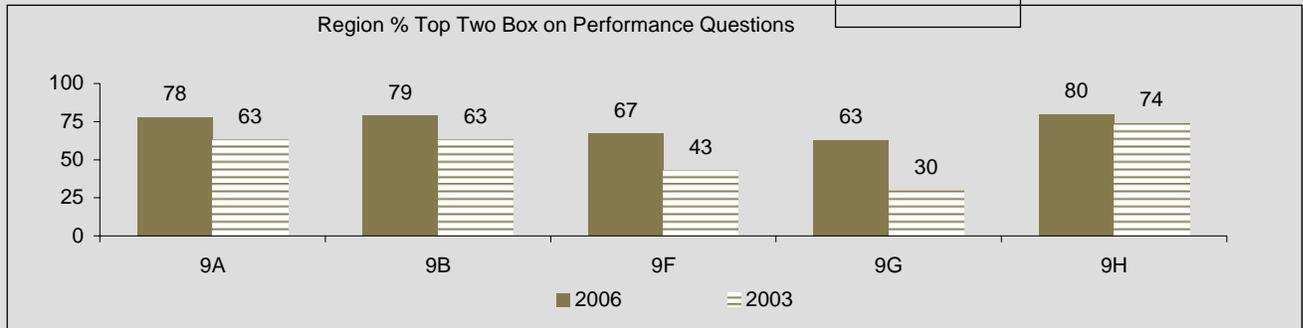
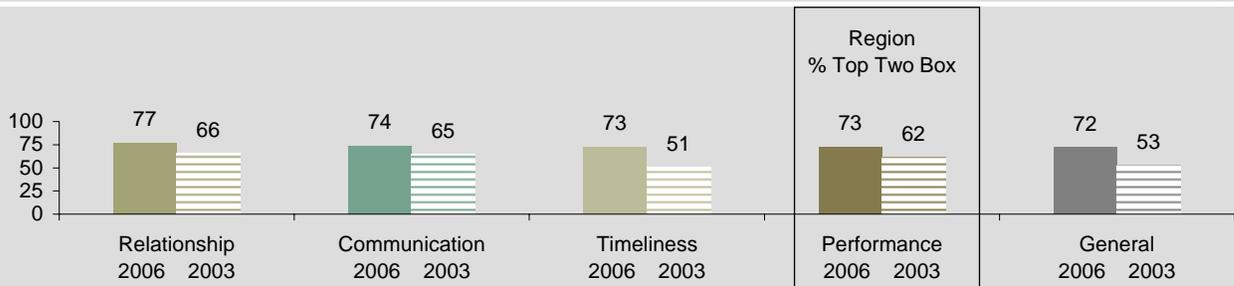
Bottom Line: Best Practice

# Performance

# Federal Highway Administration

FHWA Survey of Transportation Agencies Rating Processes With Resource Agencies

Region 5



	Sample Size	Poor . . . . . Excellent					Best Practice Region	Mean Scores	
		% 1	% 2	% 3	% 4	% 5		2006	2003
<b>9A</b>   The quality of information provided to your agency	<b>49</b>	<b>0</b>	<b>2</b>	<b>20</b>	<b>53</b>	<b>24</b>		<b>4.00</b>	<b>3.63</b>
	49	0	2	20	53	24	5	4.00	
<b>9B</b>   The completeness of information they provided	<b>48</b>	<b>0</b>	<b>2</b>	<b>19</b>	<b>48</b>	<b>31</b>		<b>4.08</b>	<b>3.72</b>
	48	0	2	19	48	31	5	4.08	
<b>9F</b>   The level of resources they devoted to this project	<b>45</b>	<b>2</b>	<b>9</b>	<b>22</b>	<b>36</b>	<b>31</b>		<b>3.84</b>	<b>3.37</b>
	45	2	9	22	36	31	5	3.84	
<b>9G</b>   The range of reasonable alternatives they suggested for this project	<b>32</b>	<b>3</b>	<b>3</b>	<b>31</b>	<b>44</b>	<b>19</b>		<b>3.72</b>	<b>3.17</b>
	32	3	3	31	44	19	5	3.72	
<b>9H</b>   Their willingness to consider a range of mitigation measures	<b>40</b>	<b>3</b>	<b>3</b>	<b>15</b>	<b>45</b>	<b>35</b>		<b>4.08</b>	<b>3.89</b>
	40	3	3	15	45	35	5	4.08	

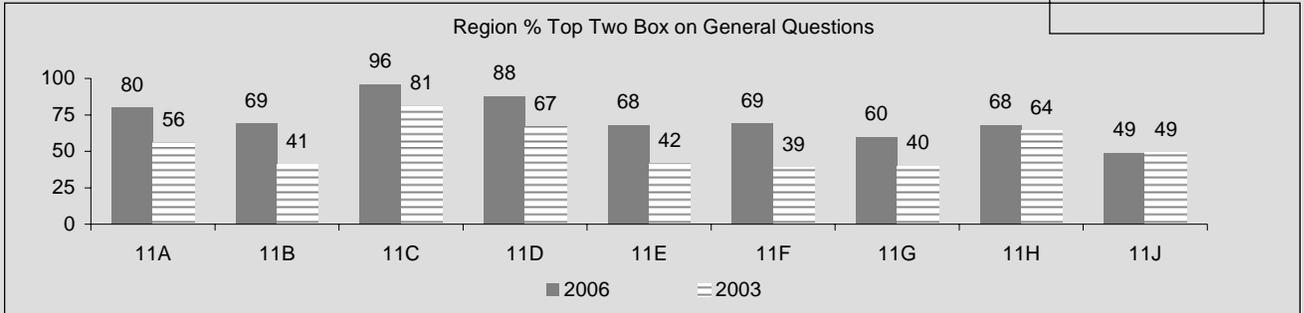
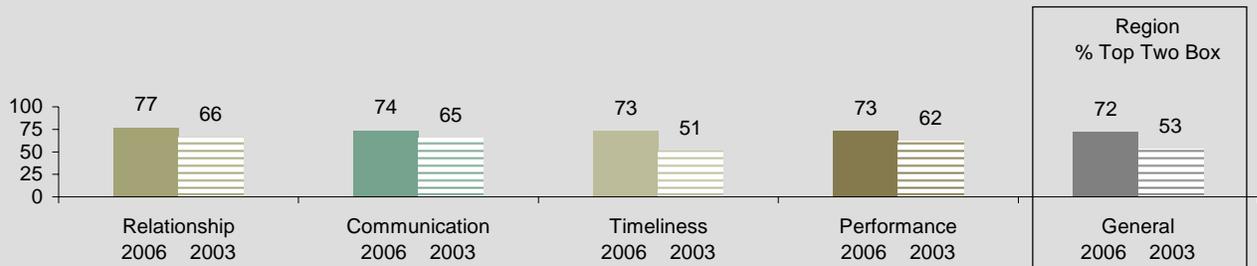
**Top Line: Region 5**

Bottom Line: Best Practice

# General

# Federal Highway Administration

FHWA Survey of Transportation Agencies Rating Processes With Resource Agencies  
Region 5



	Sample Size	Strongly Disagree . . . Strongly Agree					Best Practice Region	Mean Scores	
		% 1	% 2	% 3	% 4	% 5		2006	2003
<b>11A</b> Understands your agency's mission.	49	2	6	12	37	43	5	4.12	3.67
	49	2	6	12	37	43	5	4.12	
<b>11B</b> Cares about your agency's mission.	48	4	10	17	46	23	5	3.73	3.24
	48	4	10	17	46	23	5	3.73	
<b>11C</b> Is committed to doing quality work.	48	0	0	4	42	54	5	4.50	4.14
	48	0	0	4	42	54	5	4.50	
<b>11D</b> Has competent staff.	50	0	4	8	48	40	5	4.24	3.86
	50	0	4	8	48	40	5	4.24	
<b>11E</b> There is a sufficient level of trust between your two agencies.	50	2	4	26	40	28	5	3.88	3.33
	50	2	4	26	40	28	5	3.88	
<b>11F</b> Is committed to making the environmental review process run efficiently.	49	8	4	18	39	31	5	3.80	3.14
	49	8	4	18	39	31	5	3.80	
<b>11G</b> Is willing to compromise.	45	4	4	31	38	22	5	3.69	3.23
	45	4	4	31	38	22	5	3.69	
<b>11H</b> There is a sufficient level of communication between your two agencies.	50	0	6	26	44	24	4	3.86	3.75
	63	0	6	25	46	22	4	3.84	
<b>11J</b> Is committed to transportation improvements.	45	7	9	36	24	24	6	3.51	3.46
	60	3	17	30	38	12	6	3.38	

**Top Line: Region 5**

Bottom Line: Best Practice

# Problems

# Federal Highway Administration

FHWA Survey of Transportation Agencies Rating Processes With Resource Agencies  
Region 5

	Sample Size	Very Dissatisfied . . . . . Very Satisfied					Mean Scores	
		% 1	% 2	% 3	% 4	% 5	2006	2003
<b>1</b> Overall, how satisfied were you with the agency's performance on this project?	52	6	4	13	50	27	3.88	3.97

	Sample Size	2006		2003	
		% Yes		% Yes	
<b>2</b> Did you experience any problems during the project?	51	33		35	31

At what stage of the process did the problem or problems occur? (Items 3A through 3H show actual numbers, not percentages.)

	2006	2003
	Yes	Yes
<b>3A</b> Early project planning or scoping	5	4
<b>3B</b> Defining purpose and need	4	1
<b>3C</b> Information or data collection	4	3
<b>3D</b> Development and analysis of alternatives	8	9
<b>3E</b> Analysis of impacts	7	6
<b>3F</b> Selection of preferred alternative	4	3
<b>3G</b> Commitment to mitigation measures	5	6
<b>3H</b> Finalizing documents or response to comments	11	7

	Sample Size	% Stayed		
		% Gotten Worse	The Same	% Improved
<b>12</b> Over the past three years, has your agency's overall relationship with the resource agency improved, stayed the same, or gotten worse?	50	8	46	46

	Sample Size	Poor . . . . . Excellent					Mean Scores	
		% 1	% 2	% 3	% 4	% 5	2006	2003
<b>13</b> In general, how would you rate the overall relationship between your agency and the resource agency?	50	2	4	22	46	26	3.90	3.56

## Top Line: Region 5